



Scottish Qualifications Authority

Security Licence Qualifications

Centre Handbook

GA2H 46 Award in Security Guarding (Scotland)

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1 Introduction

This is the SQA Guidance Document for existing and new centres seeking to offer the Security Licence-Linked **Award in Security Guarding** (Scotland). See Appendix 1 for an overview of the licence-linked qualifications in Scotland and Appendix 2 for information about the Unit specifications for Security Guarding (Scotland).

This document tracks the requirements of the Security Industry Authority (SIA) and is intended to clarify issues around process, responsibility and information management.

Note that the requirements of the SIA (as a regulatory body) and the importance of the licensing scheme have meant that, by necessity, the qualification differs slightly from other 'traditional' SQA qualifications.

There are some additional requirements, which could be considered 'over and above' (but always complementary to) the usual SQA requirements. These additional requirements are summarised and formalised later in this document in the form of a Code of Practice, which must be agreed to and signed as part of any centre approval process (See Appendix 3).

The following websites are recommended for those wishing to offer qualifications in the security sector:

- ◆ www.sqa.org.uk
- ◆ www.sia.homeoffice.gov.uk
- ◆ www.skillsforsecurity.org.uk

Your initial point of contact at SQA is the Business Development & Customer Support Team:

Telephone: 0303 333 0330

E-mail: mycentre@sqa.org.uk

1.1 Background

The Private Security Industry (PSI) Act of 2001 means that everyone wishing to work legally in certain roles, or to continue to work legally, in the private security sector, has to have a licence. The licences are administered by the Security Industry Authority (SIA).

The Scottish Qualifications Authority (SQA) has developed a range of qualifications that link directly to SIA licensing. The SIA has endorsed these qualifications and the way that SQA operates them.

The Private Security Industry Act 2001 outlines, through a series of clauses, a system for the statutory regulation of the private security industry. These clauses create the offence of engaging in conduct for which a licence is required when not in

possession of the appropriate licence. The penalty on conviction is up to six months' imprisonment or a fine of up to £5,000, or both. Further details can be found on the SIA website.

The sectors or activities that must be covered by a licence are currently:

- ◆ Cash and Valuables in Transit
- ◆ CCTV Operations (Public Space Surveillance)
- ◆ Close Protection
- ◆ Door Supervision
- ◆ Key Holding
- ◆ Security Guarding
- ◆ Vehicle Immobilising, Restricting and Removing

The Secretary of State for the Home Department can, by order, add or remove activities from the above list.

1.2 The Security Industry Authority (SIA)

The Security Industry Authority (SIA) is an independent body reporting to the Home Secretary, established in 2003 under the terms of the Private Security Industry Act 2001 and is responsible for regulating the private security industry.

- ◆ Its goal is to help protect society by developing and achieving high standards within the UK private security industry.
- ◆ It has two main duties. One is the compulsory **licensing of individuals** working in specific sectors of the private security industry; the other is to manage the **Approved Contractor Scheme (ACS)**, which measures private security companies against a set of independently assessed criteria.
- ◆ Its licensing scheme currently covers manned guarding (which includes security guarding, door supervision, close protection, cash and valuables in transit, and public space surveillance using CCTV) as well as key holding and vehicle immobilising (where appropriate). Licensing ensures that private security operatives are 'fit and proper' persons who are properly trained and qualified to do their job.
- ◆ The ACS introduced a set of operational and performance standards for companies providing private security services. Those organisations that meet these standards are awarded Approved Contractor status. This status provides purchasers of private security services with independent proof of a contractor's commitment to quality.
- ◆ It advocates that a professional, regulated private security industry has the potential to become a valuable member of the extended police family, helping to reduce crime, disorder and the fear of crime.
- ◆ It keeps under review the private security industry and the operation of the legislative framework.
- ◆ It monitors the activities and effectiveness of those working in the industry.
- ◆ It conducts inspections.
- ◆ It sets and approves standards of conduct, training and supervision within the industry.
- ◆ It makes recommendations to improve standards.

1.3 The Scottish Qualifications Authority (SQA)

SQA is an executive non-departmental public body sponsored by the Scottish Government. It is the national body in Scotland responsible for the development, accreditation, assessment and certification of qualifications other than degrees. Its functions are set out in the Education (Scotland) Act 1996 as amended by the Scottish Qualifications Act 2002.

The overall aim of SQA is to manage the qualification system below degree level to allow students to fulfil their potential to participate in the economy, society and communities of Scotland.

2 Approval to offer the SQA Award in Security Guarding (Scotland)

2.1 SQA's requirements for centre approval

Training providers will be required to gain approval from SQA for the suitability of their training and assessment facilities and internal verification systems. Approval has two stages:

- ◆ Approval as an SQA centre and to offer specific qualifications (new centre approval)
- ◆ Approval to offer specific qualifications (existing centre approval)

Note: Existing centres offering Security Guarding will be subject to a re-approval visit for re-accredited qualifications.

For further information contact SQA's Business Development Team on 0303 333 0330 or by e-mail on mycentre@sqa.org.uk.

2.1.1 Competence of trainers

The current requirement for all trainers of candidates undertaking the SIA-endorsed licence-linked qualifications in Scotland is to have a teaching or training qualification at SVQ/NVQ level 3 (SCQF level 6/7 or equivalent), that has been accredited by SQA or QCA or validated by an HEI. Examples of current relevant teaching or training qualifications in Scotland are:

- ◆ S/NVQ level 3 in Direct Training and Support
- ◆ S/NVQ levels 3, 4, and 5 in Learning and Development
- ◆ Scottish Training Qualification for Further Education (TQFE)
- ◆ CIPD level 3 Certificate in Teaching Practice

Trainers who are unsure about their current qualifications or who wish to check their eligibility may do so by contacting SQA.

Trainers delivering the learning leading to licence-linked qualifications must demonstrate that they have the necessary experience, knowledge and understanding of the sector in which they are providing training.

To ensure that trainers have the right occupational expertise, the SIA and SQA require trainers to have three years frontline operational experience in the last ten years, relevant to the area in which they are providing training.

Qualifications for trainers of Conflict Management Skills

The SIA requires all trainers delivering scenario-based conflict management training for licence-linked qualifications to have received relevant training. Trainers are required to hold a qualification at or above SCQF level 6/7 in the delivery of conflict management training. Examples of suitable qualifications include:

- ◆ Edexcel level 3 BTEC Award in the Delivery of Conflict Management Training
- ◆ City & Guilds level 3 Certificate for Deliverers of Conflict Management Training

Qualifications for assessors

Assessors must be appropriately qualified and have the appropriate occupational competence. In addition, assessors should hold:

- ◆ FD40 04 Assess Workplace Competence Using Direct Methods

and/or

- ◆ FD41 04 Assess Workplace Competence Using Direct and Indirect Methods

The previous versions of these Units would also be acceptable. These are:

- ◆ D94L 04 Assess Candidates Using a Range of Methods

and/or

- ◆ D94L 04 Assess Candidate's Performance through Observation

Equivalent qualifications will also be accepted.

Qualifications for internal verifiers

Internal verifiers must be appropriately qualified and have the appropriate occupational competence. In addition, internal verifiers should hold:

- ◆ FD43 04 Internally Monitor and Maintain the Quality of Workplace Assessment

The previous version of this Unit would also be acceptable. This is:

- ◆ D94P 04 Conduct Internal Quality Assurance of the Assessment Process

Equivalent qualifications will also be accepted.

2.1.2 Facilities

Training for approved licence-linked qualifications must be undertaken in an environment appropriate for training and learning. The environment must be adequately equipped for the purpose of training, conducive to effective learning and must comply with current Health and Safety requirements.

Equipment for practical demonstrations must be readily available and fit for purpose. For practical scenario situations it may be necessary or desirable to set these up in a real or realistic work environment

Training facilities must comply with ongoing approval arrangements of SQA.

2.1.3 Examination venue criteria

To gain approval for knowledge-based assessment, all examination venues must comply with the policy, standards and regulations specified by SQA:

- ◆ The seating arrangements for candidates must ensure that there can be no cheating or collusion between candidates.
- ◆ Each candidate must be a minimum of 1.25 metres (centre to centre) from the next candidate's chair.
- ◆ Each candidate must be seated at a separate desk, table or workstation of sufficient size to undertake an exam.
- ◆ Suitable arrangements must be made for those with special needs or disabilities.
- ◆ There must be a place for the Invigilator to sit.
- ◆ Walls must be clear of any material that would provide help to the candidates.
- ◆ If the room or desks are changed after approval this should be done in agreement with SQA procedures.
- ◆ The SIA and SQA retain the right to make spot checks on examination days to ensure the approved room and numbers are being adhered to.
- ◆ Only rooms approved can be used: not substitutes, unless there has been an emergency, such as a fire.
- ◆ Invigilation can only be carried out by an individual who does not have an interest in any of the candidates passing the qualification. This means that a trainer may not invigilate when the learners take their exam.

2.2 Audit criteria

All active centres will be subject to external verification at least once per calendar year. In addition to this, organisations offering this training are required to allow representatives from the SIA and SQA to inspect and/or audit training venues and/or training delivery, to ensure consistent quality of delivery.

3 The SQA Award in Security Guarding (Scotland)

3.1 Introduction

In developing these qualifications, SQA and the SIA have taken into consideration the existing National Occupational Standards (NOS). NOS are statements of competence and are written to measure performance outcomes. The primary function of the standards is to help develop qualifications that are occupationally current and relevant. However, they have many other uses, including training design, training needs analysis, appraisals, recruitment, skills matrices, skills benchmarking and quality assurance.

Only qualifications awarded by a recognised and approved awarding body such as SQA, and positioned in the Scottish Credit and Qualifications Framework (or equivalent regulated framework), will be regarded by the SIA as legitimate for contributing towards licensing.

3.2 Purpose of the SQA Award in Security Guarding (Scotland)

The qualification is designed for those who wish to seek employment as a Security Guard and apply for an SIA licence to practise. The qualification embeds the SIA's specifications for learning which incorporate all key aspects of knowledge and skills required of those intending to work in the role of Security Guard.

Applicants for an SIA licence to practise must be 18 years of age or over. The SIA also requires proof of identity.

3.3 Recommended entry requirements

There are no formal recommended entry requirements. However, it would be beneficial if the candidate had Communication skills at SCQF level 5 and Working with Others at SCQF level 5, or equivalent qualifications or experience.

3.4 Credit points and level

The Award in Security Guarding (Scotland) has three SCQF credit points at SCQF level 6.

3.5 Award structure and content

The qualification consists of three mandatory Units which cover knowledge and understanding. The mandatory Units are:

Unit	Credit value	SCQF level
FD39 04 Working in the Private Security Industry	1 SCQF credit point	SCQF level 6
FD3E 04 Working as a Security Officer	1 SCQF credit point	SCQF level 6
FD3A 04 Conflict Management for the Private Security Industry	1 SCQF credit point	SCQF level 6

The areas of learning that will be covered are:

- ◆ **Common security industry knowledge:** awareness of the law in the Private Security Industry; health and safety for the Private Security Operative; fire safety awareness; emergency procedures; knowledge of the main characteristics of the Private Security Industry; communication skills and customer care.
- ◆ **Conflict management:** avoiding conflict and reducing personal risk; defusing conflict; resolving and learning from conflict; application of communication skills and conflict management skills.
- ◆ **Security guarding:** introduction to the roles and responsibilities of Security Officers; patrolling; access and egress control; searching; technology and systems in the security environment; the security officer and the law; communicating, reporting and record keeping.

3.6 Programme delivery

SQA does not prescribe the mode of delivery for this qualification. Centres are free to offer the qualification using any mode of delivery that meets the needs of candidates. However, the SIA has stipulated a certain amount of Guided Learning Hours and Minimum Contact Hours. See table below.

Unit	Guided Learning Hours (GLH)	Minimum Contact Hours
FD39 04 Working in the Private Security Industry	10	5
FD3A 04 Conflict Management for the Private Security Industry	8	7.5
FD3E 04 Working as a Security Officer	8	8

3.7 Assessment requirements

Knowledge and Understanding will be tested by online, on-demand multiple choice question (MCQ) papers. The MCQ papers will be generated from an item bank that has been developed by SQA. This method of assessment ensures that each candidate is presented with a unique examination paper and that assessment and re-assessments can be taken at any point throughout the year. In addition, results are available immediately on completion of the examinations.

Note: Both SQA and the SIA reserve the right to make spot checks at centres and examination venues to ensure that all SQA and SIA criteria are being observed.

Approach to assessment

Unit	Assessment
FD39 04 Working in the Private Security Industry	Externally set multiple choice question paper for whole Unit. The candidate will answer 25 questions. The pass mark is 72%.
FD3A 04 Conflict Management for the Private Security Industry	Externally set multiple choice question paper for the whole Unit. The candidate will answer 14 questions. The pass mark is 71%.
FD3E 04 Working as a Security Officer	Externally set multiple choice question paper for whole Unit. The candidate will answer 25 questions. The pass mark is 72%.

Candidates must pass all multiple choice question papers to achieve the full qualification.

3.8 Exemptions

A candidate who has achieved a particular Unit in another licence-to-practise qualification from a SIA-approved awarding body will not have to achieve this Unit again in this qualification.

Further details of exemptions can be found on the SIA website.

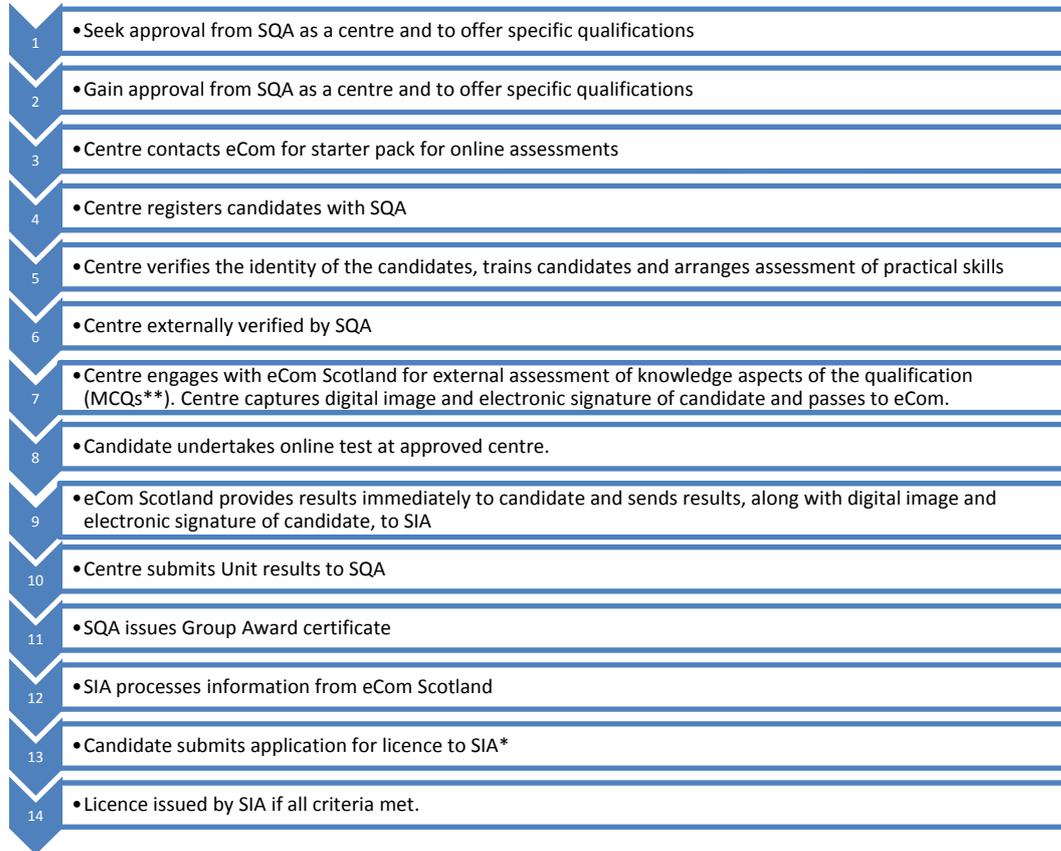
3.9 Alternative assessment arrangements

The additional support needs of individual candidates will be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on SQA's website www.sqa.org.uk/assessmentarrangements.

Please note that all assessments will be conducted in English and that scribes and readers will not be permitted for those whose first language is not English. Centres are advised to carry out an initial assessment of prospective candidates to identify whether additional learning in English is required before the candidate undertakes a Security qualification. For further details, please refer to the SIA website.

4 Licensing requirements

4.1 The process



*Candidates can only apply to the SIA for a licence on achievement of the SQA qualification. Note that candidates must be 18 years of age (as a minimum) to apply for a licence and must provide proof of identity.

**Multiple Choice Question Paper

4.2 Identification requirements

Current information on suitable identification documents can be found on the SIA website.

4.3 Contact information

Centres should contact the **Helpdesk** at eCom Scotland for all queries in relation to the operation and administration of the online assessments:

eCom Scotland

18b Dickson Street
Dunfermline,
Fife.
KY12 7SL
Scotland.

Tel: 08456 431344

Fax: 08452 802318

E: info@ecomscotland.com

Website: www.ecomscotland.com

For **all other inquiries** in relation to Security Licence Qualifications contact:

SQA

The Optima Building
8 Robertson Street
GLASGOW
G2 8DQ

Tel: 0845 279 1000

Website: www.sqa.org.uk

In the first instance, centres are encouraged to contact SQA's Business Development & Customer Support Team on:

Telephone: 0303 333 0330

E-mail: mycentre@sqa.org.uk

Appendix 1: Overview of SQA Security Licence-Linked Qualifications

Key:

SG Award in Security Guarding (Scotland)

DS Award in Door Supervision (Scotland)

CCTV Award in CCTV Operations (Public Space Surveillance) (Scotland)

Unit	SG	DS	CCTV	Assessment
FD39 04 Working in the Private Security Industry 1 SCQF credit point at SCQF level 6 GLH* = 10	Y	Y	Y	Externally set multiple choice question paper for whole Unit.
FD3A 04 Conflict Management for the Private Security Industry 1 SCQF credit point at SCQF level 6 GLH = 8	Y	Y		Externally set multiple choice question paper for whole Unit.
FD3E 04 Working as a Security Officer 1 SCQF credit point at SCQF level 6 GLH = 8	Y			Externally set multiple choice question paper for whole Unit.
FD3D 04 Working as a Door Supervisor 1 SCQF credit point at SCQF level 6 GLH = 10		Y		Externally set multiple choice question paper for whole Unit.
FD3C 04 Physical Intervention Skills for the Private Security Industry 1 SCQF credit point at SCQF level 6 GLH = 10		Y		Externally set multiple choice question paper and internal assessment of practical skills.
FD38 04 Working as a CCTV Operator 2 SCQF credit points at SCQF level 6 GLH = 14			Y	Externally set multiple choice question paper for whole unit.

FD3F 04 Practical Operation of CCTV Equipment 1 SCQF credit point at SCQF level 6 GLH = 8			Y	Internal assessment of practical skills.
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*GLH = Guided Learning Hours

Appendix 2: Unit specifications

- ◆ FD39 04 Working in the Private Security Industry
- ◆ FD3A 04 Conflict Management for the Private Security Industry
- ◆ FD3E 04 Working as a Security Officer

The Unit specifications can be found on [SQA's website](#).

Appendix 3: Code of Practice

Centre	
Centre number	
Person responding	
Position	
Tel	
E-mail	

I can confirm, on behalf of this centre, that all of the appropriate staff:

ID	Detail	Yes	No
1	have read and understood this Guidance Document		
2	are aware of the SIA and its position as a regulatory body		
3	are aware of the range of responsibilities in terms of the processing of candidates and associated information management		
4	are aware of the relationship between the Award and the National Occupational Standards (NOS)		
5	are aware of the need to provide the appropriate facilities for training and assessment		
6	hold relevant qualifications and have relevant occupational experience and associated competence		
7	understand and will adhere to appropriate training programmes and delivery timescales		
8	understand and will adhere to SQA assessment methodology including the use of the externally set SQA Awarding Body online assessments and practical assessment materials.		
9	are aware of the responsibility to allow representatives from the SIA and SQA to inspect and/or audit training venues and/or training delivery, in order to ensure consistent quality of delivery		
10	understand and can implement the exemption criteria		
11	understand that training and assessment carried out in Scotland must comply with the current laws and legal system in Scotland		

Signature	
Date	